



Position Open: Support Coordination Team Member

Open Doors is a non-profit organization established in 1970. Our mission is to build relationships to overcome homelessness through housing, employment, education, and sobriety in response to God's love for all. We provide affordable housing and personal support for Kalamazoo County's low-income households, with a priority on people who are employed and homeless or at risk of homelessness. Most of our resident households have experienced homelessness or housing instability and have a range of special needs. Support services are available to all residents to help them maintain their housing and enhance their quality of life.

The Support Coordination Team provides outreach and support to households in Open Doors' *Residence Community for Working People*, a growing community of over 90 households. The team works closely with Open Doors' property manager to help residents move beyond homelessness and achieve housing stability.

Job Responsibilities

- Actively connect with and engage with residents
- Conduct comprehensive assessments and help residents develop action plans to achieve goals
- Work with residents and property manager to coordinate eviction prevention efforts and develop plans for housing permanency
- Help residents develop basic life skills including awareness of resident rights and responsibilities and maintaining a home
- Provide budgeting and financial literacy support
- Link residents to employment opportunities and skill development opportunities
- Help residents access needed supports for medical, mental health, substance use, and psychosocial issues
- Assist residents with conflict resolution among residents and neighbors
- Provide crisis intervention as needed
- Build community and peer support among residents including participation in community activities
- Prepare documentation and reports as required by program need

Supplemental Job Duties

- Work with residents in their homes, in community centers, and in the community at large
- Attend staff meetings, retreats, and professional training sessions
- On-call rotation and occasional evening and weekend work as necessary
- Help residents achieve tasks in daily living such as transportation, housekeeping, meal preparation, medication, shopping, laundry, or other hands-on assistance

Required Qualifications

- Bachelor's or Master's degree in a social or behavioral science or relevant field; or significant, relevant experience
- Experience working productively with people who are homeless, people with very low incomes, mental illness, chronic health issues, or addiction disorders

Desired Skills and Abilities

- Strong commitment to helping people in need
- Ability to work effectively with diverse people in a non-judgmental way
- Capacity to respond to crisis situations
- Strong communication skills – both verbal and written
- Ability to give and receive constructive feedback
- Ability to recognize appropriate boundaries with residents
- Flexibility and creativity
- Ability to work as part of a team
- A highly positive and enthusiastic attitude
- Strong organizational skills
- Ability to engage with people in their current stage of change
- Knowledge, acceptance, and experience with principles of harm reduction
- Ability to communicate and work effectively with staff from various backgrounds
- Ability to work flexible hours as required by programs and staffing needs, including occasional evenings and weekends

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee will be required to sit for long periods of time, drive a vehicle, communicate with other persons by talking and hearing, lift and carry items weighing up to 25 pounds, and to operate computer hardware systems.

A valid driver's license and reliable transportation are required.

Wage: \$17.50/hour

Reports to: Deputy Director

Start Date: April 1, 2015

Status: Part time (20 hours / week)

To apply, please send a résumé, cover letter, and references to:

Open Doors Kalamazoo

Attn: Personnel

PO Box 50102

Kalamazoo, MI 49005-0102

Or email to: rstravers@opendoorskalamazoo.org
(Please include the position title in your email subject line.)

Applications will be accepted until March 9, 2015